



Respect in the Workplace



integrity
Ethics & Compliance Training

Topic 1 – Bullying in the Workplace

1. **Interactive Screen:** What is bullying? Examples of bullying. What to do if you are a victim. Subtle forms of bullying.
2. **Interactive Screen:** Real-life examples of the impact of bullying.
3. **Scenario:** Persistent and public criticism from a colleague.
4. **Key Learning:** Constant public criticism can have an adverse effect on a person’s confidence in their work, and may cause them to be less engaged in group activities or team meetings.
5. **Scenario:** Action to take when someone refuses to stop criticizing a colleague in public.
6. **Key Learning:** Bullying doesn’t always involve raised voices or threats of violence. It can take the form of repeated criticism, or even non-verbal actions such as aggressive body language. Exclusion is also a form of bullying.
7. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 2 – Abusive Conduct

1. **Interactive Screen:** What is abusive conduct? Verbal. Physical. Protected characteristics.
2. **Scenario:** Identifying actions that constitute abusive conduct.
3. **Key Learning:** In situations that involve abusive conduct, employers must take affirmative action, and in some cases disciplinary measures, against offending employees.
4. **Scenario:** Identifying the actions that should be taken when abusive conduct is reported.
5. **Key Learning:** The company should act to ensure that all employees are aware of what constitutes abusive conduct and that this conduct will not be tolerated.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 3 – Violence in the Workplace

1. **Video:** Workplace violence can happen to anybody, whatever their role and whomever they work for. It is any form of violent or aggressive behavior that creates a hostile work environment.
2. **Interactive Screen:** Prevention. Zero-tolerance policy. Don't stay silent. Don't remain a victim. Know who protects you.
3. **Interactive Screen:** Real-life experiences of violence in the workplace.
4. **Scenario:** Identifying behaviors that may indicate the potential for workplace violence.
5. **Key Learning:** Overreacting to a normal request, abusing a customer, taking a lot of time off with no explanation, and obsessing about shootings are all potential red flags for workplace violence. No single one of these signs is a sure indicator that someone may turn violent, but they should be enough to alert you to the possibility that action may need to be taken.
6. **Scenario:** Identify the actions to take when someone becomes verbally threatening.
7. **Key Learning:** It's your duty to recognize the warning signs for workplace violence, and to implement our zero-tolerance policy by reporting all incidents and concerns immediately. You will never be asked to directly intervene with an individual.
8. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 4 – Social Media Risks

1. **Interactive Screen:** Additional risks of harassment and discrimination posed by social media. Vicarious liability. Use outside of business hours.
2. **Interactive Screen:** Real-life example of the misuse of social media and the consequences that follow.
3. **Scenario:** Hacking into a colleague’s online dating profile and changing their sexual orientation.
4. **Key Learning:** Sexual orientation is a protected group. Mocking someone’s sexual orientation will likely upset many people and cause hurt.
5. **Scenario:** Posting inappropriate comments on social media outside of working hours, while wearing a polo with a company logo.
6. **Key Learning:** Employees can be held liable for their actions outside of work hours and off work premises, as well as for their conduct within the workplace.
7. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 5 – Unconscious Bias

1. **Interactive Screen:** Define bias. Two types of bias; conscious bias and unconscious bias
2. **Interactive Screen:** We all have a part to play. Awareness. Challenge. Change.
3. **Scenario:** Considerations when building a team.
4. **Key Learning:** Always try to be aware of your initial preferences and compare them to what’s occurring around you. You may find that you are isolating yourself and your team from a wider range of experience and knowledge due to unconscious biases.
5. **Scenario:** Countering bias when recruiting.
6. **Key Learning:** As you interact with friends, colleagues, acquaintances, and strangers in your everyday activities, try becoming aware of why you’re making one decision over another. What is the reasoning behind the myriad of choices that you make every day?
7. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 6 – Diversity

1. **Interactive Screen:** Define what diversity means. Innovative ideas and solutions to challenging issues can come from seeking input from those whose perspectives are different from our own.
2. **Scenario:** Encouraging diversity in the workplace.
3. **Key Learning:** It's important that every member of the team is supporting and contributing to workplace diversity.
4. **Scenario:** Question on religious attire.
5. **Key Learning:** It takes time and patience to commit to diversity in the workplace. Grasp the opportunity to learn.
6. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 7 – The Inclusive Workplace

1. **Interactive Screen:** Creating an inclusive workplace. Include everyone. Take time to learn. Participate. Broaden your horizons.
2. **Scenario:** After-work drinks that compromise a team member's beliefs.
3. **Key Learning:** Social activities and practices that are comfortable for you may not be for everyone, and vice versa.
4. **Assessment:** Five-question quiz on the content presented in this topic.

Topic 8 – Speaking Up

1. Summary screen that wraps up the module and provides details of where to go to speak up.
2. Attestation screen where learners attest that they will always uphold our workplace conduct policy.